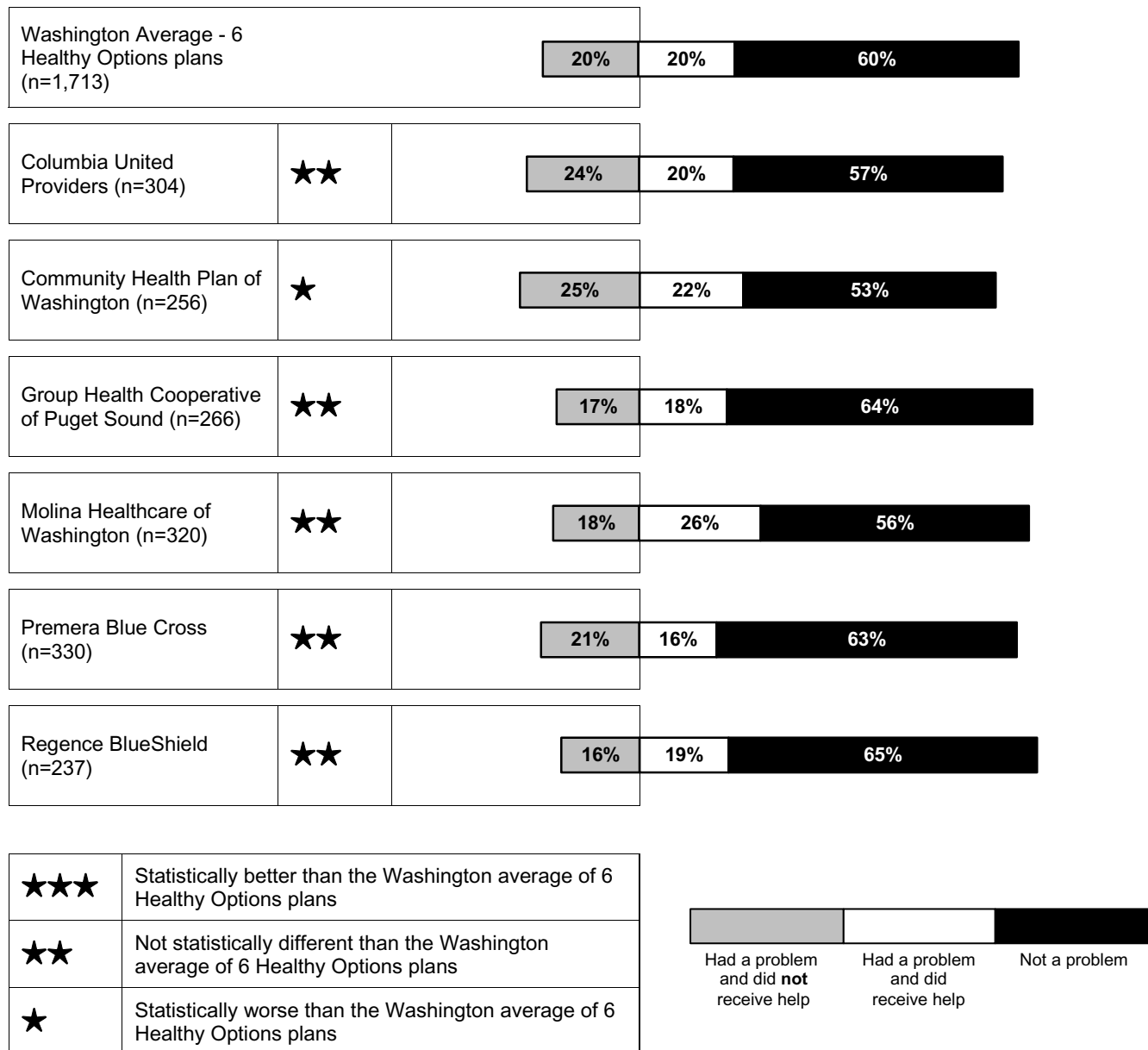


Healthy Options Children with Chronic Conditions CAHPS® CCC Measurement Set Composite

Access to Specialized Services

This chart summarizes the responses to survey questions 64, 65, 67, 68, 70 and 71 contained in the children with chronic conditions composite, "Access to Specialized Services." Individual specialized service-level responses immediately follow.



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Questions 64 and 65

Access to Specialized Services

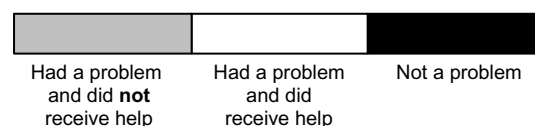
This chart summarizes the responses to survey questions 64 and 65.

Q64. "In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child? *If there was a problem, the respondent is directed to go to Q65.*

Q65. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



| | |
|-----|--|
| ★★★ | Statistically better than the Washington average of 6 Healthy Options plans |
| ★★ | Not statistically different than the Washington average of 6 Healthy Options plans |
| ★ | Statistically worse than the Washington average of 6 Healthy Options plans |



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS® CCC Measurement Set

Questions 67 and 68

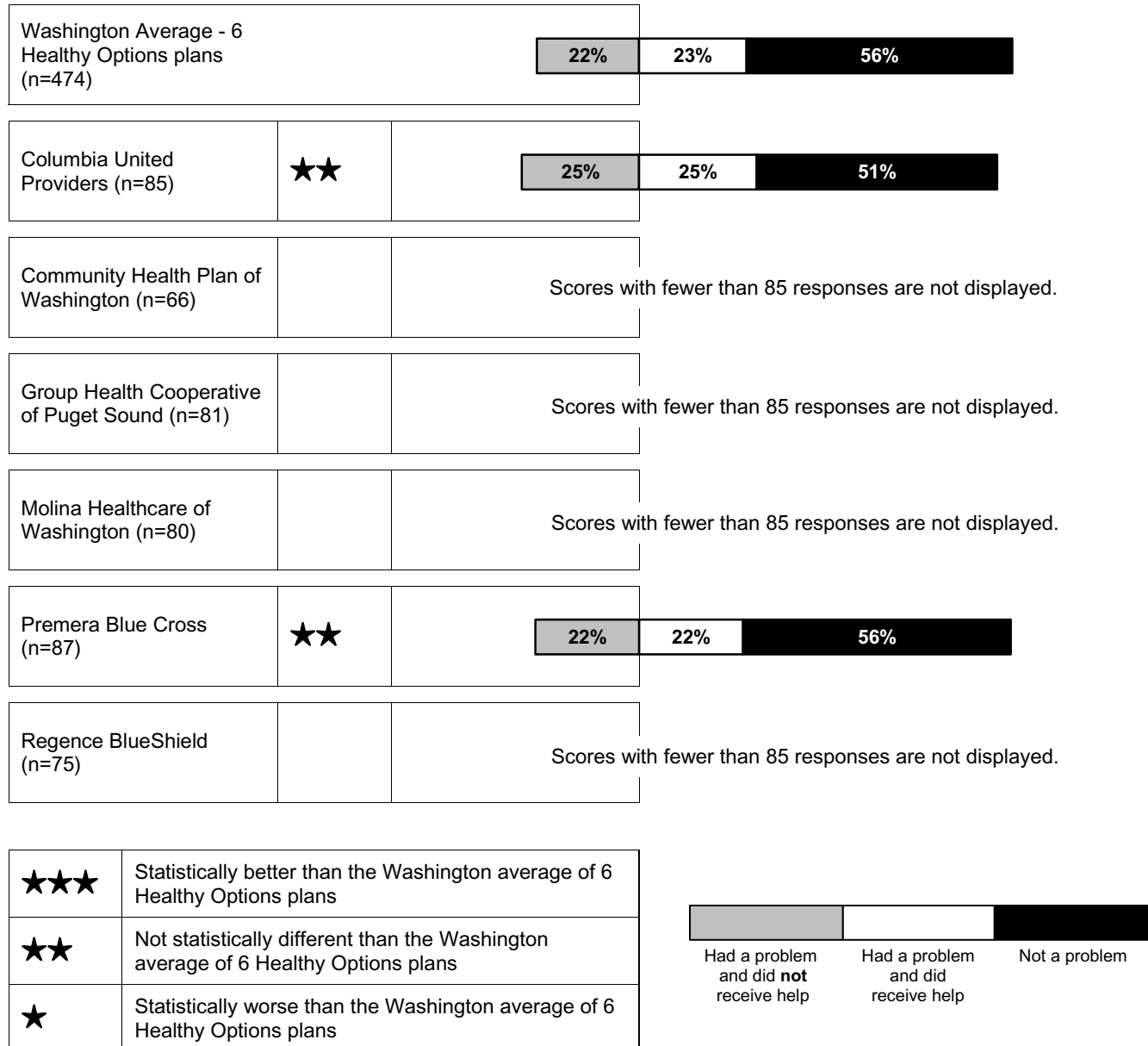
Access to Specialized Services

This chart summarizes the responses to survey questions 67 and 68.

Q67. "In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?"

If there was a problem, the respondent is directed to go to Q68.

Q68. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS® Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children with Chronic Conditions

CAHPS[®] CCC Measurement Set

Questions 70 and 71

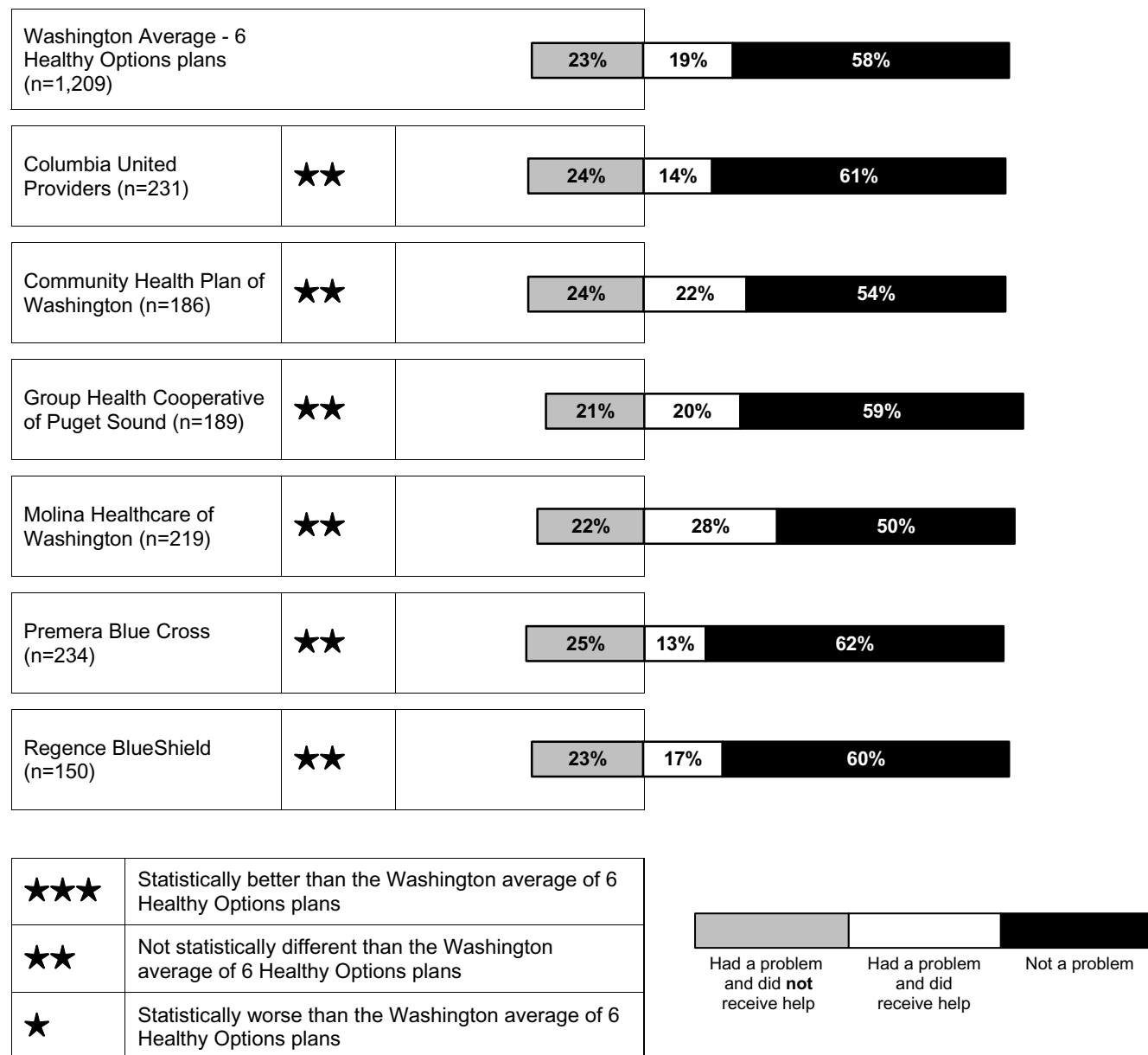
Access to Specialized Services

This chart summarizes the responses to survey questions 70 and 71.

Q70. "In the last 6 months, how much of a problem, if any, was it to get treatment or counseling for your child for an emotional, developmental or behavioral problem?"

If there was a problem, the respondent is directed to go to Q71.

Q71. "Did anyone from your child's health plan, doctor's office or clinic help you with this problem?"



NOTE: Results presented in this report are based on the 2004 "Survey About Your Child's Health Care" CAHPS[®] Survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.